

Members of the FCC:

I was disappointed to learn that a Video Relay Company has attempted to set up a monopoly by requiring its customers to sign a binding agreement to use their company in all future communications. This clearly goes against the principles of free enterprise. People should have a choice of providers both now and in the future. Not all Video Relay Services have services of equal quality. In my view, consumers should be allowed to choose the service that meets their needs. Unless I am mistaken, the company attempting to monopolize the video relay market has a quality communications system. That company should not have to resort to practices designed to shut out all competition. In the future, this same company, once it has the entire market, will have no incentive to improve services or adopt new innovations. Such innovations are seldom cost effective in the communications industry, since it requires an outlay for new equipment. For all of the above reasons, I would hope the FCC would encourage free enterprise in the Video Relay communications industry.

Sincerely, Daniel Beal, Rehabilitation Coordinator, DeafBlind Services Minnesota.